

From: John Maxwell
To: Microsoft ATR
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Subject: Microsoft case

I have never had to deal with such an aggravating, arrogant, and despicable organization as Microsoft.

Whether I want their products or not, I have to pay a premium on each computer I buy because of their licensing practices. The government's total failure to treat them as the monopoly they are cost me money every time I buy a Personal Computer, forcing me to support them whether I want to or not.

Since they own the market, Microsoft seems to care little if the products they sell are substandard - in fact their poor practices have been adopted by competitors since there appears to be no recourse for consumers. A case in point is the proliferation of virus attacks launched through the same errors and poor practices that have existed for the last five years in their software. We would not allow this incompetence bordering on fraud in other industries to continue indefinitely, but the government ignores Microsoft's repeated failures to provide their customers a reliable product.

I actually feel the blame belongs to the US government. This cut-throat operation has been unchecked for years, and the excuse is the consumer can always pay again for another operating system, pay again for non-Microsoft products to replace the ones they have already bought bundled into the machine, and the customer can always pay yet again for add on products such as anti-virus programs to make the Microsoft products almost safe to use. I submit if these were cars that consumers had to buy replacement brakes, replacement seatbelts, and functioning doors because those supplied at the factory were known to be defective, the Justice Department would have stepped in almost immediately.

And now that Microsoft has managed to drive most of its competitors out of business, the government is suggesting consumers let this organization automatically update users' software, forcing them onto the Internet whether they want to go or not. WHAT does Microsoft have to do to show the government that it has no ethics, no morals, and cannot be trusted to keep its word - yet again?

The Department of Justice should be ashamed.